

City of Durham/Brentwood Services (BSA) Project Management Plan

Action	Responsibility	Timeline	
		October	November
BSA Awarded contract		10/3/2011	
Account setup and introductions/discuss DURHAM desired claim handling protocols/discuss staffing structure	DURHAM & BSA	XXXXXX	
Establish e-interfaces and structure claims system for DURHAM	DURHAM & BSA	XXXXXX	
Begin process of converting open claims from DURHAM	BSA & Comp Claim Solutions	Initial feed – 1 st week Oct	Final feed – Last week Oct
Establish procedures for completing hard file transfer on open claims	BSA	XXXXXX	
Recruit and hire additional staff	BSA	XXXXXX	
Complete test reports to achieve DURHAM desired format.	BSA	XXXXXX	
Establish communication & coordination with other DURHAM designated vendors	BSA	XXXXXX	
Train DURHAM employees on claims system	BSA	XXXXXX	
Meet w/ DURHAM and DURHAM attorneys to discuss large claims	DURHAM & BSA		XXXXXX
Contact medical providers with BSA contact info	BSA	XXXXXX	
Discuss return to work policies with DURHAM	BSA & DURHAM	XXXXXX	
Establish banking authority and print sample checks	DURHAM & BSA	XXXXXX	
Written notification to claimants and providers announcing change to BSA	BSA	XXXXXX	
Begin handling old claims	BSA		Nov. 1
Provide open claims for transport to BSA office	BSA	Oct. 31	
BSA team to meet w/ DURHAM representatives to finalize official conversion details	DURHAM & BSA		XXXXXX
Begin accepting new claims and administering open claims	BSA		Nov. 1
30-day status update meeting	DURHAM & BSA		Dec. 2011